

DEPARTMENT OF HEALTH AND HUMAN SERVICES  
CENTERS FOR MEDICARE & MEDICAID SERVICES

PRINTED: 09/18/2009  
FORM APPROVED  
OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>297130</b>		(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____		(X3) DATE SURVEY COMPLETED  <b>07/17/2009</b>	
NAME OF PROVIDER OR SUPPLIER  <b>MOTHER'S CARE HOME HEALTH SERVICES, INC</b>				STREET ADDRESS, CITY, STATE, ZIP CODE <b>314 NEBRASKA AVENUE HENDERSON, NV 89015</b>			
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G 000	INITIAL COMMENTS  This Statement of Deficiencies was generated as a result of the Medicare re-certification survey under 42 CFR Part 484 - Home Health Services, conducted at your agency from 7/14/09 through 7/17/09.  The active census on the first day of the survey was 15. Eight clinical records were reviewed, including one closed record. Three home visits were conducted.  The findings and conclusions of any investigation by the Health Division shall not be construed as prohibiting any criminal or civil investigations, actions or other claims for relief that may be available to any party under applicable federal, state, or local laws.  The following regulatory deficiencies were identified:			G 000			
G 102	484.10(a)(1) NOTICE OF RIGHTS  The HHA must provide the patient with a written notice of the patient's rights in advance of furnishing care to the patient or during the initial evaluation visit before the initiation of treatment.  This STANDARD is not met as evidenced by: Based on interview and record review, the agency failed to ensure the Notice of Rights was provided prior to the provision of care for 1 of 3 patients interviewed (Patient #2).  Findings include:  Patient #2			G 102			

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE

Any deficiency statement ending with an asterisk (\*) denotes a deficiency which the institution may be excused from correcting providing it is determined that other safeguards provide sufficient protection to the patients. (See instructions.) Except for nursing homes, the findings stated above are disclosable 90 days following the date of survey whether or not a plan of correction is provided. For nursing homes, the above findings and plans of correction are disclosable 14 days following the date these documents are made available to the facility. If deficiencies are cited, an approved plan of correction is requisite to continued program participation.

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G 102	Continued From page 1  Patient #2 was admitted on 1/5/08 with diagnoses including abnormality of gait, insulin dependent diabetes mellitus, macular degeneration and hypertension.  On 6/1/09, the patient fell and sustained a fracture to the proximal end of the left humerus (top end of the upper arm).  During an interview on 7/15/09 in the afternoon, Patient #2 indicated the nurse who opened the case did not mention anything regarding the patient's rights. The patient indicated no one had mentioned anything about patient's rights during subsequent visits.	G 102			
G 116	484.10(f) HOME HEALTH HOTLINE  The patient has the right to be advised of the availability of the toll-free HHA hotline in the State.  When the agency accepts the patient for treatment or care, the HHA must advise the patient in writing of the telephone number of the home health hotline established by the State, the hours of its operation, and that the purpose of the hotline is to receive complaints or questions about local HHAs. The patient also has the right to use this hotline to lodge complaints concerning the implementation of the advanced directives requirements.  This STANDARD is not met as evidenced by: Based on interview, the agency failed to ensure the toll free home health hotline telephone number was made available to 3 of 3 patients interviewed (Patients #2, 3, 4).	G 116			

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G 116	<p>Continued From page 2</p> <p>Findings include:</p> <p>Patient #2</p> <p>Patient #2 was admitted on 1/5/08 with diagnoses including abnormality of gait, insulin dependent diabetes mellitus, macular degeneration and hypertension.</p> <p>On 6/1/09, the patient fell and sustained a fracture to the proximal end of the left humerus (top end of the upper arm).</p> <p>On 7/15/09 during an interview in the afternoon, Patient #2 indicated no one mentioned the toll free home health hotline telephone number.</p> <p>Patient #3</p> <p>Patient #3 was admitted on 4/21/07 with diagnoses including chronic obstructive pulmonary disease and osteoarthritis.</p> <p>On 7/15/09 at 10:00 AM during an interview in Patient #3's home, the patient indicated no one mentioned the toll free home health hotline phone number during the initial visit or during any subsequent visits.</p> <p>Patient #3 indicated the agency folder containing the admission paperwork could not be located.</p> <p>Patient #4</p> <p>Patient #4 was admitted on 4/15/09 with diagnoses including open wound on back, non insulin dependent diabetes mellitus and peripheral vascular disease.</p>	G 116			

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G 116	Continued From page 3	G 116			
G 121	<p>On 7/15/09 during a home visit around 11:00 AM, Patient #4 indicated no one mentioned the availability of a toll free home health hotline number.</p> <p>Patient #4 indicated she was unable to locate the folder of paperwork she was given during the first nursing visit.</p> <p>484.12(c) COMPLIANCE W/ ACCEPTED PROFESSIONAL STD</p> <p>The HHA and its staff must comply with accepted professional standards and principles that apply to professionals furnishing services in an HHA.</p> <p>This STANDARD is not met as evidenced by: Based on observation, the agency failed to ensure professional standards were met regarding infection control and bag technique for 3 of 3 patients visited.</p> <p>Findings include:</p> <p>Patient #2</p> <p>Patient #2 was admitted on 1/5/08 with diagnoses including abnormality of gait, insulin dependent diabetes mellitus, macular degeneration and hypertension. On 6/1/09, the patient fell and sustained a fractured to the proximal end of the left humerus (top end of the upper arm).</p> <p>On 7/14/09 in the afternoon during a home visit, the Certified Home Health Aide (CHHA) placed a purse containing blood pressure monitoring equipment inside on Patient #2's kitchen table</p>	G 121			

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G 121	<p>Continued From page 4</p> <p>without a barrier underneath the purse. The CHHA removed the blood pressure cuff from the purse and took the patient's blood pressure, pulse and respirations. The CHHA placed the equipment back into the purse without cleaning the items.</p> <p>After the vital signs were taken and documented, the CHHA assisted Patient #2 with a shower.</p> <p>Patient #3</p> <p>Patient #3 was admitted on 4/21/07 with diagnoses including chronic obstructive pulmonary disease and osteoarthritis.</p> <p>On 7/14/09 in the morning during a home visit, without gloves on, the Licensed Practical Nurse (LPN) touched and palpated Patient #3's feet as she assessed for any swelling. Without washing her hands, the LPN reached into her nursing bag to retrieve a stethoscope.</p> <p>After taking Patient #3's vital signs, the LPN returned the equipment to the nursing bag without cleaning the equipment and before performing hand hygiene.</p> <p>Patient #4</p> <p>Patient #4 was admitted on 4/15/09 with diagnoses including an open wound on the upper back, non insulin dependent diabetes mellitus and peripheral vascular disease.</p> <p>On 7/15/09 around 11:00 AM during a home visit, the registered nurse (RN) placed her bag on a barrier and prepared a clean field for her equipment. No hand hygiene observed. The RN</p>	G 121			

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G 121	Continued From page 5  donned (put on) gloves and took Patient #4's blood pressure, doffed (removed) the gloves; performed no hand hygiene; donned new gloves; checked the patient's blood glucose; doffed the gloves; performed hand hygiene; took the patient's temperature and pulse. The RN donned a new pair of gloves to clean the equipment with a sanitizer wipe and placed the equipment into the nursing bag with the gloves still on.  The RN doffed the gloves, performed hand hygiene; donned new gloves and removed the dressing from Patient #4's wound. Keeping the same gloves on, the RN sprayed the wound with normal saline (NS) and wiped it with gauze. The RN doffed the gloves; performed hand hygiene; donned new gloves, applied antibiotic ointment; covered with dry dressing, secured with paper tape. The RN changed gloves and performed hand hygiene between the old and new gloves. The RN cleaned the NS spray bottle with a sanitizer wipe and placed the bottle in the nursing bag (with gloves still on); placed large open bag of non-sterile cotton tipped applicators in the outside pocket of a lab specimen bag; doubled bagged old dressing and disposed in patient's trash (out in the hallway somewhere in the assisted living facility) returned and doffed the gloves, performed hand hygiene and zipped up the nursing bag.  Without gloves on, the RN looked at Patient #4's feet from the left side (patient had "slide" slippers on and backed feet out of them) touched the top of the right foot and said, "No open wound or anything like that?" The patient answered, "No." The RN instructed the patient to elevate her feet when sitting watching television.	G 121			
G 143	484.14(g) COORDINATION OF PATIENT	G 143			

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G 143	<p>Continued From page 6 SERVICES</p> <p>All personnel furnishing services maintain liaison to ensure that their efforts are coordinated effectively and support the objectives outlined in the plan of care.</p> <p>This STANDARD is not met as evidenced by: Based on record review, the agency failed to ensure all disciplines maintained liaison to ensure their efforts were coordinated effectively and supported the goals outlined in the plan of care for 5 of 8 patients (Patient #2, 5, 6, 7, 8).</p> <p>Findings include:</p> <p>Patient #2</p> <p>Patient #2 was admitted on 1/5/08 with diagnoses including abnormality of gait, insulin dependent diabetes mellitus, macular degeneration and hypertension.</p> <p>Patient #2 was being seen by skilled nursing (SN), physical therapy (PT) and a certified nursing assistant (CNA).</p> <p>On 6/1/09, Patient #2 fell and sustained a fracture to the proximal end of the left humerus (top end of the upper arm).</p> <p>Patient #2's clinical record lacked documented evidence of communication among the SN, PT and CHHA regarding the patient's status, goals and progress.</p> <p>There was no documented evidence of communication between the SN and the CHHA</p>	G 143			

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G 143	<p>Continued From page 7</p> <p>regarding Patient #2's need to wear the sling on her left arm.</p> <p>Patient #5</p> <p>Patient #5 was admitted on 6/1/09 with diagnoses including an open wound of the leg, non-insulin dependent diabetes mellitus, Parkinson's Disease and chronic obstructive pulmonary disease.</p> <p>Patient #5's Plan of Care (POC) included orders for the patient to be seen by skilled nursing (SN) and physical therapy (PT).</p> <p>There was no documented evidence in Patient #5's clinical record to indicate SN and PT communicated with one another regarding the patient's needs, goals and progress.</p> <p>Patient #6</p> <p>Patient #6 was admitted on 1/26/07 with diagnoses including non-insulin dependent diabetes mellitus, abnormality of gait, hypertension and Alzheimer's Disease.</p> <p>Patient #6 was being seen by skilled nursing (SN), certified home health aide (CHHA) and physical therapy (PT).</p> <p>Patient #6's clinical record lacked documented evidence of communication between the SN, PT and CHHA regarding the patient's status, goals and progress.</p> <p>Patient #7</p> <p>Patient #7 was admitted on 3/18/09 with diagnoses including non-insulin dependent</p>	G 143			



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G 143	Continued From page 8 diabetes mellitus, lumbago, generalized muscle weakness and hypertension.  Patient #7's Plan of Care included orders for skilled nursing (SN) and physical therapy (PT) to see the patient.  Patient #7's clinical record lacked documented evidence of communication between the SN and PT regarding the patient's status, goals and progress.  Patient #8  Patient #8 was admitted on 7/31/07 with diagnoses including non-insulin dependent diabetes mellitus, hypertension, chronic obstructive pulmonary disease and generalized muscle weakness.  As of 7/15/09, Patient #8 was being seen by skilled nursing (SN) and physical therapy (PT).  The clinical record lacked documented evidence in the clinical record indicating SN and PT communicated with each other regarding Patient #8's status, goals and progress.	G 143			
G 144	484.14(g) COORDINATION OF PATIENT SERVICES  The clinical record or minutes of case conferences establish that effective interchange, reporting, and coordination of patient care does occur.  This STANDARD is not met as evidenced by: Based on interview and record review, the agency	G 144			

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G 144	<p>Continued From page 9</p> <p>failed to ensure case conferences were held on a regular basis to promote effective communication and coordination of care for 6 of 8 patients (Patient #2, 3, 5, 6, 7, 8).</p> <p>Findings include:</p> <p>Patient #2</p> <p>Patient #2 was admitted on 1/5/08 with diagnoses including abnormality of gait, insulin dependent diabetes mellitus, macular degeneration and hypertension.</p> <p>Documentation in the clinical record revealed Patient #2 fell on 6/1/09 and sustained a fracture to the proximal end of the left humerus (top end of the upper arm).</p> <p>As of 7/16/09, Patient #2 was being seen by skilled nursing (SN), physical therapy (PT) and a certified home health aide (CHHA).</p> <p>The clinical record for Patient #2 lacked documented evidence of case conference notes for the past two months.</p> <p>Patient #3</p> <p>Patient #3 was admitted on 4/21/07 with diagnoses including chronic obstructive pulmonary disease and osteoarthritis.</p> <p>As of 7/15/09, Patient #3 was being seen by skilled nursing (SN) and a certified home health aide (CHHA).</p> <p>The clinical record for Patient #3 lacked documented evidence of case conference notes</p>	G 144			

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G 144	<p>Continued From page 10 for the past two months.</p> <p><b>Patient #4</b></p> <p>Patient #4 was admitted on 4/15/09 with diagnoses including open wound on back, non- insulin dependent diabetes mellitus and peripheral vascular disease.</p> <p>The clinical record for Patient #4 lacked documented evidence of case conference notes for the past month.</p> <p><b>Patient #5</b></p> <p>Patient #5 was admitted on 6/1/09 with diagnoses including an open wound of the leg, non-insulin dependent diabetes mellitus, Parkinson's Disease and chronic obstructive pulmonary disease.</p> <p>Patient #5 was initially being seen by skilled nursing (SN). On 6/19/09, physical therapy (PT) evaluated the patient and obtained orders to treat.</p> <p>As of 7/15/09, there was no documented evidence in Patient #5's clinical record indicating SN and PT participated in case conference to discuss Patient #5's needs, goals and progress.</p> <p><b>Patient #6</b></p> <p>Patient #6 was admitted on 1/26/07 with diagnoses including non-insulin dependent diabetes mellitus, abnormality of gait, hypertension and Alzheimer's Disease.</p> <p>Patient #6 was being seen by skilled nursing (SN), a certified home health aide (CHHA) and physical therapy (PT).</p>	G 144			

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G 144	<p>Continued From page 11</p> <p>The clinical record for Patient #6 lacked documented evidence of case conference notes for the past two months.</p> <p>Patient #7</p> <p>Patient #7 was admitted on 3/18/09 with diagnoses including non-insulin dependent diabetes mellitus, lumbago, generalized muscle weakness and hypertension.</p> <p>Patient #7's was being seen by skilled nursing (SN) and physical therapy (PT).</p> <p>There was no documented evidence of case conferences in Patient #7's clinical record for the certification period of 3/18/09 through 5/16/09.</p> <p>Patient #8</p> <p>Patient #8 was admitted on 7/31/07 with diagnoses including non-insulin dependent diabetes mellitus, hypertension, chronic obstructive pulmonary disease and generalized muscle weakness.</p> <p>Patient #8 was being seen by skilled nursing (SN) and physical therapy (PT)</p> <p>There was no documented evidence of case conferences in Patient #8's clinical record for the past 45 days.</p> <p>On 7/16/09 in the afternoon, the Director of Nursing (DON) indicated case conferences were held "every month ... the LPN and I speak every day about the patients ..." When asked if notes of those conversations were documented anywhere,</p>	G 144			

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G 144	Continued From page 12 the DON replied, "No."	G 144			
G 158	484.18 ACCEPTANCE OF PATIENTS, POC, MED SUPER  Care follows a written plan of care established and periodically reviewed by a doctor of medicine, osteopathy, or podiatric medicine.  This STANDARD is not met as evidenced by: Based on record review, the facility failed to ensure care provided followed the physician's orders for 6 of 8 patients (Patient #2, 3, 4, 5, 6, 7).  Findings include:  Patient #2  Patient #2 was admitted on 1/5/08 with diagnoses including abnormality of gait, insulin dependent diabetes mellitus, macular degeneration and hypertension. On 6/1/09, the patient fell and sustained a fracture to the proximal end of the left humerus (top end of the upper arm).  Patient #2's plan of care (POC) included orders for skilled nursing (SN) to see the patient two times a day for seven days; six times a week for seven weeks; and three times a week for one week.  According to the documentation in Patient #2's clinical record, SN saw the patient one time a day on 6/17/09, 6/18/09 and 6/19/09. The clinical record lacked documented evidence the physician was notified SN was not seeing the patient twice a day for three days in a row. The clinical record lacked a physician's order to decrease the number of SN visits by three for the	G 158			

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G 158	<p>Continued From page 13 week of 6/14/09.</p> <p>The POC included orders for Patient #2 to take "Soma 350 milligrams per tablet one tablet by mouth three times a day PRN (as needed)." Patient #2 indicated she routinely took one tablet every day.</p> <p>Patient #3</p> <p>Patient #3 was admitted on 4/21/07 with diagnoses including chronic obstructive pulmonary disease and osteoarthritis.</p> <p>The Plan of Care (POC) included orders for skilled nursing (SN) to see Patient #3 two times a week for one week and then, one time a week for eight weeks for the certification period of 6/9/09 through 8/7/09.</p> <p>Documentation in Patient #3's clinical record revealed the patient was seen one time during the first week of the certification period 6/9/09 through 8/7/09.</p> <p>The clinical record lacked documented evidence the SN notified the physician regarding the missed visit. The clinical record lacked documented evidence of a physician's order to decrease the SN visits from two to one during the first week of the certification period 6/9/09 through 8/7/09.</p> <p>Patient #4</p> <p>Patient #4 was admitted on 4/15/09 with diagnoses including an open wound to the upper back, non insulin dependent diabetes mellitus and peripheral vascular disease.</p>	G 158			

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G 158	<p>Continued From page 14</p> <p>Patient #4's plan of care (POC) included orders for skilled nursing (SN) to see the patient every day for care to the wound on the upper back.</p> <p>Patient #4's clinical record lacked documented evidence of SN visits from 6/25 through 7/7/09. There was no physician's order calling for the SN to hold the visits for 13 days.</p> <p>Patient #4's clinical record did not contain documented evidence indicating the physician was notified of the missed visits.</p> <p>On 7/15/09 in the morning, Patient #4 explained she had traveled out of state to attend a family reunion for seven days (6/28/09 through 7/7/09). When queried about wound care while away, the patient indicated there was none.</p> <p>Patient #5</p> <p>Patient #5 was admitted on 6/1/09 with diagnoses including an open wound of the leg, non-insulin dependent diabetes mellitus, Parkinson ' s Disease and chronic obstructive pulmonary disease.</p> <p>Patient #5's Plan of Care (POC) included orders for a certified home health aide (CHHA) to see the patient two times a week for nine weeks for personal care assistance.</p> <p>Patient #5's clinical record did not contain CHHA visit notes. The clinical record did not include a physician's order to cancel the CHHA visits.</p> <p>Patient #6</p>	G 158			

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G 158	<p>Continued From page 15</p> <p>Patient #6 was admitted on 1/26/07 with diagnoses including non-insulin dependent diabetes mellitus, abnormality of gait, hypertension and Alzheimer's Disease.</p> <p>Patient #6's clinical record contained orders for skilled nursing (SN) to see the patient every day for 14 days; then three times a week for three weeks; and then, two times a week for four weeks, for the certification period of nine weeks (5/27/09 through 7/25/09).</p> <p>Documentation in Patient #6's clinical record, revealed SN saw the patient seven days in a row and then, did not see the patient for five days in a row.</p> <p>A physician's order dated 6/19/09 in Patient #6's clinical record read, "SN daily for one week, effective 6/20/09."</p> <p>SN saw Patient #6 thirteen days in a row. The clinical record lacked orders for SN to continue seeing the patient after the physician's 6/19/09 order was fulfilled with the visit on 6/26/09.</p> <p>Patient #6's clinical record contained orders for a certified nursing assistant (CNA) to see the patient four times a week for one week; five times a week for three weeks; and three times a week for five weeks for the certification period of nine weeks (5/27/09 through 7/25/09).</p> <p>According to documentation in the clinical record, the CNA saw Patient #6 one time a week for one week; two times a week for one week; three times a week for two weeks; and then two times a week for two weeks.</p>	G 158			



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G 158	Continued From page 16  Patient #6's clinical record contained orders for physical therapy (PT) one time a week for one week; and then, three times a week for four weeks.  According to documentation in the clinical record, PT saw Patient #6 one time a week for one week; and then three times a week for one week. On 7/16/09, the clinical record lacked PT notes for the last three weeks as ordered.  Patient #7  Patient #7 was admitted on 3/18/09 with diagnoses including non-insulin dependent diabetes mellitus, lumbago, generalized muscle weakness and hypertension.  Patient #7's Plan of Care (POC) included orders for skilled nursing (SN) to see the patient two times a week for one week and then, one time a week for seven weeks.  Patient #7's clinical record lacked documented evidence SN saw the patient during the weeks of 4/6, 4/13 and 4/20/09 for the certification period of 3/18/09 through 5/16/09.  Patient #7's clinical record included orders for SN to see the patient two times a week for one week and then, one time a week for eight weeks. The patient's clinical record lacked documented evidence SN saw the patient during the weeks of 6/28 and 7/5/09 for the certification period of 5/17/09 through 7/15/09.	G 158			
G 165	484.18(c) CONFORMANCE WITH PHYSICIAN ORDERS  Drugs and treatments are administered by	G 165			

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G 165	<p>Continued From page 17</p> <p>agency staff only as ordered by the physician.</p> <p>This STANDARD is not met as evidenced by: Based on record review and document review, the agency failed to ensure 1) medications were administered, and 2) wound care was provided only as prescribed by a physician for 7 of 8 patients (Patients #1, 2, 3, 4, 6, 7, 8).</p> <p>Findings include:</p> <p>Patient #1</p> <p>Patient #1 was admitted on 4/1/09 with diagnoses including insulin dependent diabetes mellitus, cancer of the pancreas, macular degeneration and chronic obstructive pulmonary disease.</p> <p>On the skilled nursing visit note (SNVN) dated 4/2/09, the licensed practical nurse (LPN) documented, "... Pt (patient) was given Benadryl s (without) relief..."</p> <p>The clinical record lacked a physician's order for Benadryl.</p> <p>On the SNVN dated 4/2/09, the LPN documented Patient #1 had a "5 cm (centimeter) round brownish decub (decubitus (pressure ulcer)) healing nicely s (without) edema or drainage present to R (right) foot heel. Applied new Duoderm to avoid any further breakdown."</p> <p>The Plan of Care (POC) did not include orders for Patient #1's right heel pressure ulcer. There were no supplemental orders in the clinical record for wound care.</p>	G 165			

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G 165	<p>Continued From page 18</p> <p>On 7/28/09 at 10:35 AM, the LPN explained, "Normal saline was used to cleanse the wound - I always use normal saline."</p> <p>According to the list of durable medical equipment and supplies, Patient #1 was on oxygen. The amount of oxygen (liters per minute), when the patient was to receive it and method of delivery (nasal cannula) was not included on the POC. There were no supplemental orders in the clinical record for oxygen.</p> <p>On 7/28/09 at 10:35 AM during a telephone conversation, the LPN indicated Patient #1 was on oxygen on a prn (as needed) basis.</p> <p>On Patient #1's SNVN dated 4/6/09, the LPN documented, "... Lorazepam 0.5 mg PO at HS and Mirtazapine 15 mg at HS." Lorazepam and Mirtazapine were not listed on the POC.</p> <p>The clinical record lacked a physician's order for Lorazepam and Mirtazapine.</p> <p>On Patient #1's SNVN dated 4/10/09, the LPN documented, "...DC'd (discontinued) HS Lorazepam &amp; pt was started on Ambien 6.25 mg one tablet by mouth at bedtime."</p> <p>The clinical record lacked documented evidence of a physician's order to discontinue and Lorazepam and start Ambien.</p> <p>Patient #2</p> <p>Patient #2 was admitted on 1/5/08 with diagnoses including abnormality of gait, insulin dependent diabetes mellitus, macular degeneration and</p>	G 165			

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G 165	<p>Continued From page 19 hypertension.</p> <p>On 6/1/09, Patient #2 fell and sustained a fracture to the proximal end of the left humerus (top end of the upper arm).</p> <p>The POC included orders for Patient #2 to take "Soma 350 milligrams per tablet one tablet by mouth three times a day PRN (as needed)." Patient #2 indicated she routinely took one tablet every day.</p> <p>Patient #2's Plan of Care (POC) included orders for the certified nursing assistant (CNA) to see the patient one time a week for one week; three times a week for two weeks; two times a week for three weeks; and one time a week for two weeks, beginning the week of 6/14/09.</p> <p>Documentation in Patient #2's clinical record revealed the CNA saw the patient three times a week for three weeks.</p> <p>Patient #3</p> <p>Patient #3 was admitted on 4/21/07 with diagnoses including chronic obstructive pulmonary disease and osteoarthritis.</p> <p>Patient #3 revealed she had been taking Mirtazapine 30 milligrams per tablet one tablet at bedtime for "about a year." Mirtazapine was not listed on the Plan of Care (POC) for the certification period of 6/9/09 through 8/7/09. Mirtazapine was not listed on the Medication Profile (PMP).</p> <p>Patient #3 revealed she was taking Vitamin A&amp;D, Vitamin C, Vitamin E and Vitamin A every day.</p>	G 165			

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G 165	<p>Continued From page 20</p> <p>These vitamins were not listed on the POC for the certification period of 6/9/09 through 8/7/09. These vitamins were not listed on the PMP.</p> <p>Patient #3 retrieved a prescription bottle from the refrigerator. The bottle contained Phenergan with Codeine 6.25 milligrams/10 milligrams one teaspoon to be taken by mouth every four to six hours as needed for cough. This medication was not listed on the POC and the PMP.</p> <p>Patient #4</p> <p>Patient #4 was admitted on 4/15/09 with diagnoses including an open wound to the upper back, non-insulin dependent diabetes mellitus and peripheral vascular disease.</p> <p>On 7/15/09 around 11:00 AM during a home visit, in response to being asked what medications she was taking at that time, Patient #4 opened a drawer, revealing several containers of prescription medications.</p> <p>Patient #4's drawer contained two prescriptions that were not included on the Plan of Care (POC) and the patient medication profile (PMP). One prescription was Detrol LA 4 milligrams per tablet with instructions to take one tablet by mouth every day.</p> <p>The second prescription was Avelox 400 milligrams per tablet, with instructions to take one tablet by mouth every day. The fill date for both medications was 6/10/09.</p> <p>Patient #4 indicated her physician prescribed the Detrol and Avelox for her and she only took them while she was out of town. There was no</p>	G 165			

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G 165	<p>Continued From page 21</p> <p>physician's order for these two medications in the patient's clinical record.</p> <p>Patient #4 had a bottle of over-the-counter Tums 750 milligrams per tablet. The patient indicated she took one "once in awhile."</p> <p>Patient #4 had a bottle of extra strength Tylenol 500 milligrams per tablet. According to the POC, the patient was to take two tablets by mouth every four hours as needed for pain. The patient indicated she took "an average of one a week for sleep."</p> <p>Patient #6</p> <p>Patient #6 was admitted on 1/26/07 with diagnoses including non-insulin dependent diabetes mellitus, abnormality of gait, hypertension and Alzheimer's Disease.</p> <p>According to the 60 day summary for the previous certification period, Patient #6 developed a pressure sore on the right heel while wearing a brace on the lower leg for a fracture knee sustained on April 4, 2009.</p> <p>The Plan of Care (POC) prepared for the certification period of 5/27/09 through 7/25/09 did not include wound care orders for Patient #6's right heel pressure sore.</p> <p>Patient #6's clinical record contained Skilled Nursing (SN) notes dated 5/27/09 through 6/2/09 and 6/8, 6/10, 6/12, 6/15 and 6/17/09 which revealed the SN "...cleaned pressure wound right heel with NS (normal saline) and Hydrogel apply DSD (dry sterile dressing), 4" Kling (long gauze) wrape and secured with tape..."</p>	G 165			

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G 165	<p>Continued From page 22</p> <p>Patient #6's clinical record contained a physician's order dated 6/19/09 which read, "Santyl to right heel wound daily cover with DSD for one week." The clinical record lacked orders for visits and wound care after the end of the week (6/27/09).</p> <p>In addition to the daily SN notes dated 6/20/09 through 6/27/09, Patient #6's clinical record contained daily SN notes dated 6/28/09 through 7/2/09 for a total of five visits more than the physician ordered on 6/19/09.</p> <p>Patient #7</p> <p>Patient #7 was admitted on 3/18/09 with diagnoses including non-insulin dependent diabetes mellitus, lumbago, generalized muscle weakness and hypertension.</p> <p>Patient #7's Plan of Care (POC) included orders for skilled nursing (SN) to see the patient two times a week for one week and then, one time a week for seven weeks of the (nine week) certification period from 3/18/09 through 5/16/09.</p> <p>Patient #7's clinical record contained SN notes for 3/18, 3/19 and 3/20/09.</p> <p>On 7/16/09 in the morning, the director of nursing explained the visit on 3/20/09 was a PRN (as needed) because Patient #7 called and said she "fainted last night."</p> <p>Patient #7's clinical record lacked a physician's order for the PRN visit made on 3/20/09.</p> <p>Patient #7's clinical record contained SN visit</p>	G 165			

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G 165	<p>Continued From page 23</p> <p>notes dated 5/6, 5/7, 5/8 and 5/15/09. The clinical record lacked a physician's order for the two extra visits made during the week of 5/4/09 and the one extra visit during the week of 5/11/09.</p> <p>Patient #8</p> <p>Patient #8 was admitted on 7/31/07 with diagnoses including non-insulin dependent diabetes mellitus, hypertension, chronic obstructive pulmonary disease and generalized muscle weakness.</p> <p>Patient #8's clinical record included orders for skilled nursing (SN) to see the patient two times a week for one week and then, one time a week for eight weeks.</p> <p>On 5/23/09, Patient #8 was admitted to an acute care facility. On 5/29/09, the SN did a resumption of care (ROC).</p> <p>Patient #8's ROC included for SN two times a week for two weeks and then, one time a week for six weeks.</p> <p>According to documentation in Patient #8's clinical record, the actual nursing frequency was two times a week for three weeks, one time a week for one week and then, two times a week for three weeks (up to the week of survey).</p>			G 165			
G 186	<p>484.32 THERAPY SERVICES</p> <p>The qualified therapist assists the physician in evaluating the patient's level of function, and helps develop the plan of care (revising it as necessary.)</p>			G 186			



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G 186	Continued From page 24  This STANDARD is not met as evidenced by: Based on record review, the agency failed to ensure the physical therapist developed, prepared and revised a plan of care which was achievable during the seven weeks left in the certification period for 1 of 8 patients (Patient #8).  Findings include:  Patient #8  Patient #8 was admitted on 7/31/07 with diagnoses including non-insulin dependent diabetes mellitus, hypertension, chronic obstructive pulmonary disease and generalized muscle weakness.  The 6/4/09 physical therapy (PT) evaluation for Patient #8 indicated PT would see the patient two times a week for eight weeks.  On 6/4/09, Patient #8's certification period of 5/21/09 through 7/19/09 had seven weeks remaining. There was no supplemental order revising the duration of PT visits to be for seven weeks.	G 186			
G 224	484.36(c)(1) ASSIGNMENT & DUTIES OF HOME HEALTH AIDE  Written patient care instructions for the home health aide must be prepared by the registered nurse or other appropriate professional who is responsible for the supervision of the home health aide under paragraph (d) of this section.  This STANDARD is not met as evidenced by: Based on interview and record review, the agency	G 224			

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G 224	<p>Continued From page 25</p> <p>failed to ensure the registered nurse prepared complete and specific written instructions for the certified home health aide to follow while caring for 3 of 8 patients (Patients #2, 3, 6).</p> <p>Findings include:</p> <p>Patient #2</p> <p>Patient #2 was admitted on 1/5/08 with diagnoses including abnormality of gait, insulin dependent diabetes mellitus, macular degeneration and hypertension.</p> <p>On 6/1/09, the patient fell and sustained a fracture to the proximal end of the left humerus (top end of the upper arm).</p> <p>Patient #2 was being seen by the certified home health aide (CHHA) for assistance with personal care and activities of daily living secondary to the fractured humerus and the need to keep the left arm immobile.</p> <p>The CHHA Assignment for Patient #2 did not include instructions regarding the need for the patient to wear the sling on her left arm.</p> <p>Patient #3</p> <p>Patient #3 was admitted on 4/21/07 with diagnoses including chronic obstructive pulmonary disease and osteoarthritis.</p> <p>Patient #3 was being seen by the certified home health aide (CHHA) once a week for assistance with bathing, preparation of a light meal and light housekeeping.</p>	G 224			

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G 224	Continued From page 26  The CHHA Assignment for Patient #3 indicated the CHHA was to assist with a "tub bath/shower, assist bath - chair." The Assignment did not specify when a particular method was to be used. The Assignment did not indicate the CHHA was to call the registered nurse with a status report each visit and obtain instructions regarding which method to use for bathing the patient.  The CHHA Assignment for Patient #3 did not include instructions for the CHHA to obtain the patient's blood pressure.  Patient #6  Patient #6 was admitted on 1/26/07 with diagnoses including non-insulin dependent diabetes mellitus, abnormality of gait, hypertension and Alzheimer's Disease.  Patient #6's CHHA Assignment prepared by the Registered Nurse for the certification period of 5/27/09 through 7/25/09 did not include: 1) bed bath - partial/complete; 2) hair care - brush/shampoo/others; and 3) nail hygiene: clean/file.  Documentation on 10 of 20 CHHA visit notes in Patient #6's clinical record revealed the CHHA performed a bed bath, shampoo and nail hygiene for the patient.  Documentation on the other 10 of 20 CHHA visit notes in Patient #6's clinical record revealed the CHHA performed two of the three services not included on the CHHA Assignment.	G 224			
G 229	484.36(d)(2) SUPERVISION  The registered nurse (or another professional	G 229			

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G 229	<p>Continued From page 27</p> <p>described in paragraph (d)(1) of this section) must make an on-site visit to the patient's home no less frequently than every 2 weeks.</p> <p>This STANDARD is not met as evidenced by: Based on record review and document review, the agency failed to ensure the registered nurse completed an on-site supervisory visit every 14 days or less with the certified home health aide providing care for 3 of 8 patients (Patients #2, 3, 6).</p> <p>Findings include:</p> <p>Patient #2</p> <p>Patient #2 was admitted on 1/5/08 with diagnoses including abnormality of gait, insulin dependent diabetes mellitus, macular degeneration and hypertension.</p> <p>On 6/1/09, the patient fell and sustained a fractured to the proximal end of the left humerus (top end of the upper arm).</p> <p>Patient #2 was being seen by a certified home health aide (CHHA) to assist with personal care and activities of daily living.</p> <p>The first visit note prepared and signed by the CHHA for Patient #2 was dated 6/18/09. The clinical record included a CHHA supervisory visit note, dated 6/15/09 and signed by the registered nurse (RN). The clinical record lacked documented evidence of CNA supervisory visits by the RN after 6/18/09.</p>	G 229			

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G 229	Continued From page 28 Patient #3  Patient #3 was admitted on 4/21/07 with diagnoses including chronic obstructive pulmonary disease and osteoarthritis.  Patient #3 was being seen by the certified home health aide (CHHA) to assist with a shower once a week.  Patient #3's clinical record lacked documented evidence of a CHHA supervisory visit by the registered nurse at least every 14 days from 6/5/09 through 7/15/09.  Patient #6  Patient #6 was admitted on 1/26/07 with diagnoses including non-insulin dependent diabetes mellitus, abnormality of gait, hypertension and Alzheimer's Disease.  Patient #6's clinical record lacked documented evidence of a CHHA supervisory visit by the registered nurse at least every 14 days from 5/27/09 through 7/11/09.  According to the agency's 2006 MED-PASS, Inc. Policies and Procedures Manual for Home Health Care, "All home health aide supervisory visits will be made at least every 14 days."	G 229			
G 236	484.48 CLINICAL RECORDS  A clinical record containing pertinent past and current findings in accordance with accepted professional standards is maintained for every patient receiving home health services. In addition to the plan of care, the record contains appropriate identifying information; name of	G 236			

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G 236	Continued From page 29 physician; drug, dietary, treatment, and activity orders; signed and dated clinical and progress notes; copies of summary reports sent to the attending physician; and a discharge summary.  This STANDARD is not met as evidenced by: Based on record review, the agency failed to ensure clinical records contained the medical history for 1 of 8 patients (Patient #5).  Patient #5  Patient #5 was admitted on 6/1/09 with diagnoses including an open wound of the leg, non-insulin dependent diabetes mellitus, Parkinson's Disease and chronic obstructive pulmonary disease.  Patient #5's clinical record lacked documented evidence of the patient's medical history.	G 236			
G 337	484.55(c) DRUG REGIMEN REVIEW  The comprehensive assessment must include a review of all medications the patient is currently using in order to identify any potential adverse effects and drug reactions, including ineffective drug therapy, significant side effects, significant drug interactions, duplicate drug therapy, and noncompliance with drug therapy.  This STANDARD is not met as evidenced by: Based on interview, record review and policy review, the agency failed to 1) ensure the clinical record reflected current medications and 2) the Patient Medication Profile was updated each time a change in medications occurred for 4 of 8 patients (Patients #1, 2, 3, 4).	G 337			

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G 337	<p>Continued From page 30</p> <p>Findings include:</p> <p><b>Patient #1</b></p> <p>Patient #1 was admitted on 4/1/09 with diagnoses including insulin dependent diabetes mellitus, cancer of the pancreas, macular degeneration and chronic obstructive pulmonary disease.</p> <p>Patient #1's clinical record included a skilled nursing visit note (SNVN) dated 4/2/09, on which the licensed practical nurse (LPN) documented, "... Pt (patient) was given Benadryl s (without) relief..."</p> <p>Benadryl was not listed on Patient #1's patient medication profile (PMP). The clinical record lacked documented evidence of a physician's order for Benadryl. The PMP was not updated to indicate Benadryl was given.</p> <p>According to the list of durable medical equipment and supplies, Patient #1 was on oxygen. The number of liters per minute, when the patient was to receive it and method of delivery (nasal cannula) of the oxygen was not included on the POC and the PMP.</p> <p>On 7/28/09 at 10:35 AM, the LPN indicated Patient #1 was on oxygen on a prn (as needed) basis.</p> <p>On Patient #1's SNVN dated 4/6/09, the LPN documented, "... Lorazepam 0.5 mg PO at HS and Mirtazepine 15 mg at HS."</p> <p>Patient #1's PMP did not include Lorazepam and Mirtazepine.</p>	G 337			

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G 337	<p>Continued From page 31</p> <p>On Patient #1's SNVN dated 4/10/09, the LPN documented, "... DC'd (discontinued) HS Lorazepam &amp; pt was started on Ambien 6.25 mg one tablet by mouth at bedtime."</p> <p>The PMP was not updated to reflect the discontinuation of the Lorazepam and the initiation of the Ambien.</p> <p>Patient #2</p> <p>Patient #2 was admitted on 1/5/08 with diagnoses including abnormality of gait, insulin dependent diabetes mellitus, macular degeneration and hypertension. On 6/1/09, the patient fell and sustained a fractured to the proximal end of the left humerus (top end of the upper arm).</p> <p>According to the Plan of Care (POC), Patient #2 had orders to take Glyburide/Metformin 5/500 milligrams per tablet one tablet by mouth twice a day. On 7/15/09 in the afternoon during a home visit, the prescription bottle label read, "Glyburide/Metformin 5/500 milligrams per tablet two tablets by mouth twice a day."</p> <p>The POC included orders for Patient #2 to take "Soma 350 milligrams per tablet one tablet by mouth three times a day PRN (as needed)."</p> <p>Patient #2 indicated she routinely took one Soma tablet every day.</p> <p>The POC included orders for Patient #2 to take Detrol LA one tablet by mouth every day.</p> <p>According to the prescription bottle label, Patient #2 was taking Detrol LA 4 milligrams per tablet one tablet by mouth every day. (Detrol LA comes</p>	G 337			



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G 337	<p>Continued From page 32 in 2 milligrams and 4 milligrams.)</p> <p><b>Patient #3</b></p> <p>Patient #3 was admitted on 4/21/07 with diagnoses including chronic obstructive pulmonary disease and osteoarthritis.</p> <p>On 7/15/09 in the morning during a home visit, Patient #3 brought out the medications she was taking at that time.</p> <p>Patient #3 revealed she had been taking Mirtazapine 30 milligrams per tablet one tablet by mouth at bedtime for "about a year." Mirtazapine was not listed on the Plan of Care (orders) for the certification period of 6/9/09 through 8/7/09.</p> <p>Patient #3 revealed she was taking Vitamin A &amp; D combined, Vitamin C, Vitamin E and Vitamin A every day. These vitamins were not listed on the Plan of Care for the certification period of 6/9/09 through 8/7/09. The Medication Profile had an entry that read, "Vitamins." There was no separate entry for each vitamin and the respective doses, frequency, etc.</p> <p>Patient #3 retrieved a bottle of prescription cough medicine from the refrigerator. This bottle of Phenergan with Codeine was not listed on the Plan of Care and the Patient Medication Profile.</p> <p><b>Patient #4</b></p> <p>Patient #4 was admitted on 4/15/09 with diagnoses including an open wound on the upper back, non insulin dependent diabetes mellitus and peripheral vascular disease.</p>	G 337			

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G 337	<p>Continued From page 33</p> <p>Patient #4's Plan of Care Medications, dated 4/15/09, included Altabax ointment to be applied to the wound every day. Altabax was not listed on the Patient Medication Profile (PMP).</p> <p>On 6/10/09 during a home visit around noon, Patient #4 opened a drawer of medications. Inside the drawer was Detrol LA 4 milligrams one tablet to be taken by mouth once a day. Detrol LA was not listed on the patient's PMP.</p> <p>Patient #4's medication drawer contained a prescription bottle of Avelox 400 milligrams one tablet to be taken by mouth once a day. The bottle contained several tablets. Patient #4 indicated she did not know what the Avelox was for. Avelox was not listed on the patient's PMP.</p> <p>Patient #4's medication drawer contained an over the counter bottle of Tums 750 milligrams. The patient indicated she took one by mouth "once in a while." Tums was not listed on the PMP. There was no physician's order for Tums.</p> <p>According to the agency's policy, Medication Profile, from Policies and Procedures Manual for Home Health Care 2000 MED-PASS, Inc. (revised 2006), "... 4. The nurse or therapist will add all new/changed medications(s) to the medication profile. Discontinued ("D/C") medications will be documented and dated. The medication profile will be reviewed every home visit and updated as changes occur..."</p>	G 337			